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A soothing anti-viral lotion composition and a lotioned tissue product having a surface with the lotion composition applied thereto, and methods for making and using the same. The lotion composition includes an anti-viral organic acid and a topical delivery system. The topical delivery system includes one or more polyesters which allow incorporation of the organic acids into the lotion formulation, controls their delivery, and maintains them in the stratum corneum. The lotion composition may optionally contain a surfactant, an irritation inhibiting agent, and other additives.